

All hours shown are Minimum Requirements.  
Course hours do NOT include Exams, Practical Exercises, or Range Qualification.  
Topics in plain text are suggestions only.  
**Bold text is mandated in the Regulations.**

## **CENTRAL STATION DISPATCHER (38E)**

### **PERFORMANCE OBJECTIVES**

*Upon completion of this period of instruction, the student will correctly indicate the following on a written examination, or demonstrate during practical exercises, in accordance with the instruction provided:*

1. The general components of alarm monitoring operations;
2. The skills required to function as a Central Station Dispatcher;
3. The requirements for the training and registration of a Central Station Dispatcher;
4. The duties and responsibilities of a Central Station Dispatcher;
5. The equipment and testing procedures utilized in the central station;
6. Alarm receivers, their operation and procedures for use;
7. The central station telephone system, its operation and procedures for use;
8. The proper maintenance procedures for operational equipment;
9. The central station automation system, its operation and procedures for use;
10. The entry of data into the automated system;
11. The steps required to research, compile and relay alarm history information;
12. The procedures for assisting technicians in the installation, servicing and testing of alarm systems;
13. Procedures for dealing with the failure of central station systems;
14. The procedures utilized to ascertain the identity of the client, key holder, or designated contact person;
15. The ethical and legal obligations pertaining to confidentiality;
16. Terms relating to the legal issues involved in the monitoring of alarm systems;
17. All elements of the communications cycle;
18. The importance and use of clear diction and proper pronunciation;
19. The need to refrain from “technical” language in discussions;
20. The general procedures for notification of key holders or contact persons;

All hours shown are Minimum Requirements.  
Course hours do NOT include Exams, Practical Exercises, or Range Qualification.  
Topics in plain text are suggestions only.  
**Bold text is mandated in the Regulations.**

21. The procedures for verification of an alarm;
22. The difference between inferences and fact;
23. The causes of stress, bodily reactions, and methods utilized to control stress;
24. The procedures for relay of information to a “911” or other emergency services center;
25. Successful techniques to be utilized to instruct end users in the proper operation of their alarm systems;
26. The requirements of local ordinances applicable to Central Station Dispatchers.